

# FY08 SOMERVILLE BUDGET HEARINGS

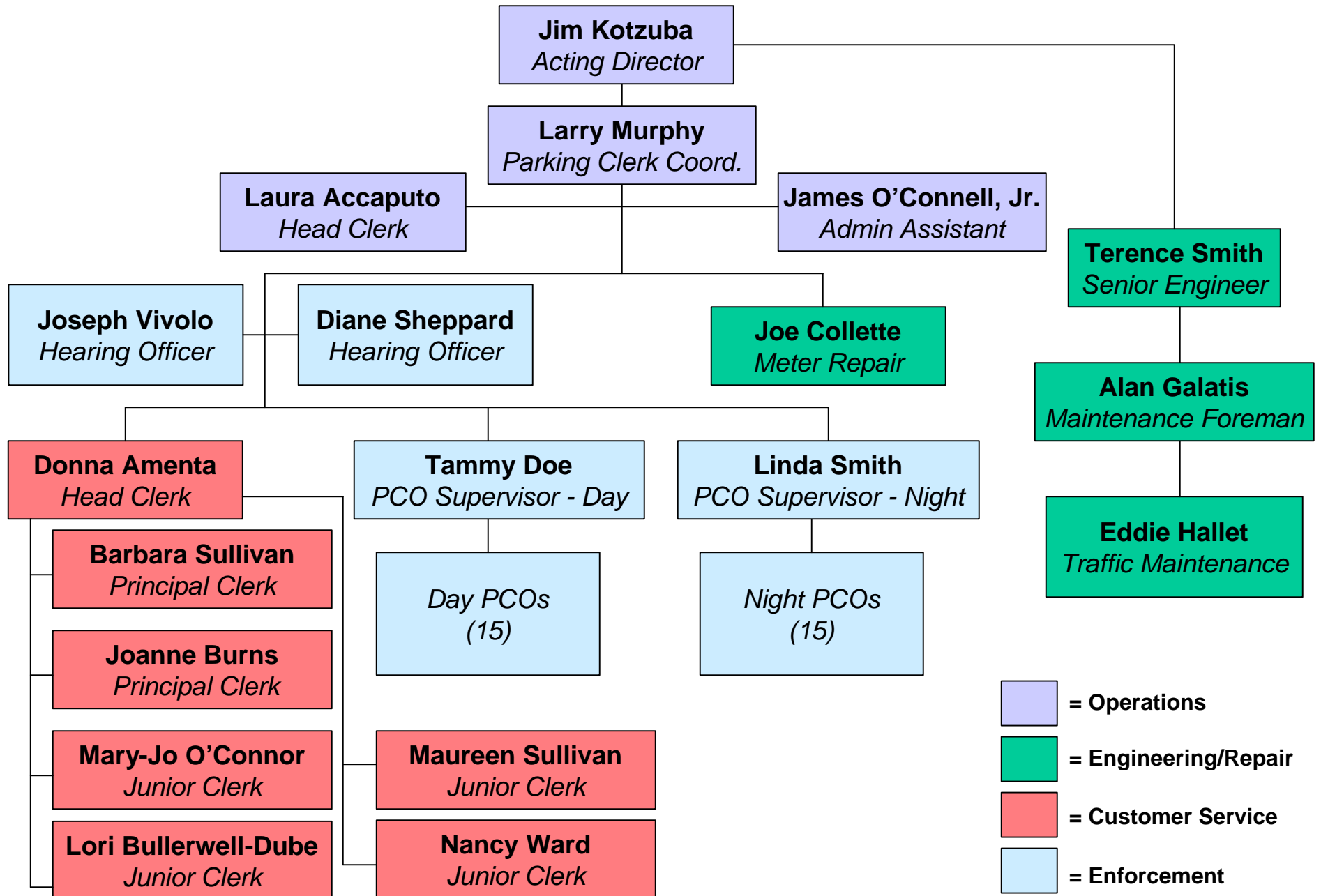
## Traffic & Parking

James Kotzuba,  
Director

June 11, 2007



# 1. Organizational Chart



## 2. FY07 Accomplishments

- Worked with 311 and IT to improve flow of phone calls to ensure that all calls are answered in a timely manner.
- Increased Permit Renewals by mail from 5 to 10% of total renewals.
- Increased services provided on-line

### 6. Activity Data

Type	Closed	Open	TOTAL
T & P Illegal Parking	130	15	145
T & P Street Sign or Pole	77	77	154
T & P Parking Issue Call Back	45	5	50
T & P Dangerous Street Intersection	15	15	30
T & P Temporary Stop/Blocking Sign	15	15	30
T & P Meter Not Working Property	0	0	0
T & P Multiple Guests	7	7	14
T & P Miscellaneous	5	5	10
Street Sign or Pole - Outaged, Missing, Yellow Flag	1	1	2
T & P Meter Damaged or Missing	1	1	2
<b>TOTAL</b>	<b>283</b>	<b>71</b>	<b>354</b>

Month	T & P Street Sign or Pole Closed w/ No Action Taken	Completed	TOTAL
January	4	15	19
February	4	10	14
March	1	20	21
April	6	14	20
<b>TOTAL</b>	<b>15</b>	<b>59</b>	<b>74</b>

• 77 requests for Street Signs or Poles were made between 1/1/07 and 4/30/07.

- 80% of these were completed
- 20% were closed with no action taken

• Street Sign or Pole service requests were open for an average of 1.8 days.

• Those service requests completed were open for an average of 1.9 days.

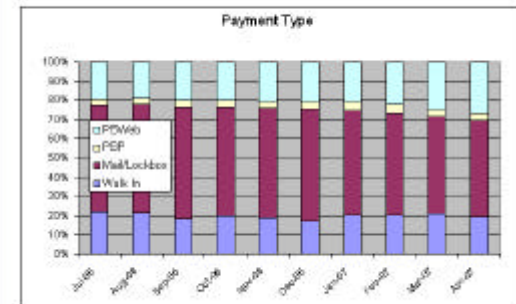
Time Period: 1/1/07 to 4/30/07

### 7. Activity Data

CY 07 To Date

Type of Request	Total Number	% Closed	Avg Days Open	% Still Open	Avg Days Open	% Closed
CPV - Traffic Signals - Outages	1	1	5	0	0	100%
SOM - Parking	1	1	4	0	0	100%
Dangerous Street Intersection	19	19	5.42	0	0	100%
Illegal Parking	178	154	3.73	24	63.75	87%
Meter - Damaged or Missing	1	1	1	0	0	100%
Meter - Not Working Property	8	8	4.5	0	0	100%
Miscellaneous	4	3	1.33	1	12	75%
Multiple Guests	12	12	3.167	0	0	100%
Parking Issue Call Back	54	50	4.58	4	68	89%
Street Sign or Pole	107	105	2.53	2	18.5	98%
Temporary No Parking	30	29	2.24	1	5	97%
<b>Total</b>	<b>415</b>	<b>383</b>	<b>3.5</b>	<b>32</b>	<b>58</b>	<b>92%</b>

### 16. ACE: Payment Methods



### 3. FY07 Accomplishments

- Worked closely with the Pedestrian Safety Task Force to identify trouble spots for pedestrians and bikers and make recommendations to the Mayor.
  - Painted crosswalks
  - Installed Impact Recovery crosswalk signs
  - Installed glow-sticks that highlight crosswalks
  - Installed Stop signs at key locations in the city



## 4. FY08 Priorities

### **Operations and Revenue Collection**

- Continue to look for any transactions that can be conducted on-line

### **Engineering**

- Continue to work with the Pedestrian Safety Task Force and other city departments to identify trouble spots for pedestrians and bikers and will make recommendations to the Mayor.

### **Enforcement**

- Improve the accuracy and efficiency of ticket issuance by uploading detailed information regarding guest and other visitor permits to their handheld computers.
- Change and evaluate routes for effectiveness.

### **Maintenance and Repair**

- Initiate the systematic process updating all city signs that will increase pedestrian safety as identified by the Safe-Start committee and of replacing all faded and damaged traffic and parking signs in the city.

## 5. ACE Service Project

**ACE Service Project: Accurate, Courteous, Easy Service from your City government.**

*“The mission of this project is to respond accurately and efficiently to constituent needs, while treating each customer with courtesy and respect, and constantly improving the ease of doing business with city government.” ~Mayor Joseph Curtatone, 2007 Midterm Address*

In FY07 Traffic & Parking meet the ACE goals:

- Removed \$3 credit card on-line surcharge
- Publicized comprehensive list of permits offered
- 5 PCOs and 3 Window Clerks attended Customer Service training
- 36 FAQs were added to the FAQ databank
- Extended meter parking in Davis Square lots to 3 hours

### Traffic & Parking

#### Special Permits

- One-time event passes (1 day) no charge

Special event passes can be obtained by residents in need of additional parking in close proximity to their primary residence to accommodate guests for a one time event. These events include but are not limited to weddings, graduations, faith celebrations and various other types of gatherings.

Restrictions do apply therefore we ask that you click on the below link and complete the information as much in advance of the event as possible. Traffic and Parking strives to accommodate all requests, however many factors need to be considered before final approval. Among these factors are available parking space, other coinciding events and other traffic issues.

**Online Help & Support -- Somerville 311**  
Support Home Find Information Submit a Question Track a Request Make a Request

Find information by entering a phrase, word, or question.

Category: Traffic and Parking Search for: Search  
Subcategory: All Items Using: Any Words

**Search Results**  
1 - 20 of 30 <<First <Previous Next> Last>>

#	Description	Category
1	How do I appeal a parking ticket?	Traffic and Parking
2	How can I obtain a copy of the City's parking regulations?	Traffic and Parking
3	What is the address, phone number and hours of operation for Traffic & Parking?	Traffic and Parking
4	Where can I park in Davis Square?	Traffic and Parking
5	How do I request a parking space for a moving van?	Traffic and Parking

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In FY08 Traffic & Parking will continue to strive to meet the ACE goals:

- Implement a self service kiosk at Traffic & Parking
- Send all Window Clerks to Customer Service Training
- Continue to work with 311 and IT to move as many transactions as possible on-line

**14. ACE: Service Kiosk**



Seepoint (information from Purchasing):

- Free Standing unit: \$4,000-\$6,000 depending upon the printer, key board and screen size
- Wall, Table and Pole mounted units: do not use printers and range in price of \$2,500 to \$3,500
- All units can accept credit card payments, bar codes and scanners.
- This system has a web-based application and the information is stored on the hard drive.
- Seepoint will loan us an Evaluation Kiosk to test if the city pays for the shipping and handling.